

Cloister Road Surgery

A: 41-43 Cloister Road, Acton W3 0DF
T: 020 8992 4331
W: cloisterroadsurgery.co.uk
E: cloisterroad.surgery@nhs.net



GP Partners:
Dr Sudha Dhall & Dr Shanker Vijay
Practice Manager:
Ms Magdalena Nagadowska

For repeat prescription requests: cloister.prescriptions@nhs.net

Online Consultations: <https://cloisterroadsurgery.webgp.com/>

Check our website for full details of services/clinics, surgery newsletters & the latest news
Wheelchair access to the front door by ramp

OPENING TIMES & APPOINTMENTS

For enquiries in person or by phone:

Monday to Friday 08:00 – 18.30
Saturday & Sunday Closed

Doctor appointments:

Mon - Fri 08:30 – 13:00
Mon – Fri 14:00 – 18:00

We do offer some appointments/
Online consultations (eConsults)
outside these hours. Please
ask/check website for details.

Nurse/HCA/Phlebotomy appointments:

Various timings – ask reception

Language line/ Interpreter

For patients with language
difficulties, we mainly use
Language Line (phone interpreting
service) where trained interpreters
can help. We can also book an
interpreter to attend with you for
your consultation.

PATIENT'S RESPONSIBILITIES:

- Please always keep your appointment or inform us if you cannot attend. Patients who miss three appointments might be removed from our list, so please cancel if you cannot attend
- Please request a home visit only when it is necessary and you are not able to attend the surgery. Your request will be triaged by a doctor and will only be carried out if deemed necessary.

Please don't be late. If you arrive more than 5 minutes late for your appointment, we may have to cancel it, or you may have to wait to the end of the Clinician's surgery. If you arrive more than 10 minutes late for your appointment, you will be asked to reschedule your appointment as we feel it is not fair to make other patients wait.

- Rude and aggressive behaviour will not be tolerated and will result in instant removal from our list

NEW REGISTRATIONS: To join our Practice, please visit our practice website to check if you live within our catchment area (map enclosed with this leaflet) and complete an online registration form. If you lack internet access, please visit our reception for assistance.

You will be registered with the Practice, but you can choose a doctor for any consultation you may require.

Your choice of 'preferred doctor' will be noted in your medical records. You might need to wait longer for a regular appointment with your chosen doctor as our GPs work according to a rota

OUT-OF-HOURS SERVICE: For health advice, consultation or a visit outside our normal hours, please call 111 or visit www.nhs.uk/111. You will be asked some questions about your symptoms so that you can be directed to a local service that can help you best. Calls to 111 are free from both landlines and mobiles.

The nearest **Urgent care centre** is located at Central Middlesex Hospital, Park Royal, NW10 7NS.

ONLINE ACCESS

You can use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly (you can nominate a pharmacy and your prescription will be sent electronically to your chosen pharmacy) and access online your full medical records.

For online access, please download both the **NHSApp** and **Airmid** app. Use the NHSApp first to create your **NHSLogin**. You can access Airmid using the same NHSLogin. Use the Airmid app if you wish to request full access to your records.

HOME VISITS: Requests should be made before 10am. If you are too ill to attend the surgery, you might be offered a visit, however, please try and get to the surgery as we can offer more comprehensive care here than at home. Visits are normally carried out between 12:30pm and 2:00 pm

MEDICALS: Our doctors can conduct medical examinations for insurance, employment, etc. Please consult reception with your requirements as a longer appointment is needed and private fees will apply.

SERVICES PROVIDED BY THE PRACTICE:

- Acute illness management
- Chronic disease management
- Minor Surgery
- Travel vaccination and occupational health immunisation
- Influenza vaccination
- Cervical cytology screening
- Contraception services
- Maternity services (except intra partum care)
- Childhood surveillance and immunisations
- Removal of stiches
- Wound dressings
- Paediatric phlebotomy
- Warfarin (INR) monitoring
- Dietary and life-style advice
- Newly registered patient consultation

Additional consultations available for:

- Patients aged 16-75 yr not seen within 3 years
- Patients over 75yr not seen within a year

Other medical services in the area:

Details can be obtained from the NHSApp / NHS website / Our website

GPs

Dr Sudha DHALL (f) - GP Partner
MBBS (1993) MRCGP MRCOG

Dr Shanker VIJAYADEVA (m) - GP Partner
MBBS (2000) BSc MRCGP (2004)

Dr Shormila DUTTA (f)
MBBS (2006) MRCGP

Dr Anna PAUL (f)
MBChB (2004) MRCGP (2010) DipPallMed DFSRH

Dr Supriya SUKUMARAN (f)
MBBS (1993) MRCGP DRCOG MCEM FRCS (Ed)

Dr Anjali CHAKRABORTY (f)
MRCGP (2012), MBBS (2008), BSc (h) (2002), DCH, DRCOG

OTHER STAFF:

- Practice Manager
- Receptionists/Administrators
- Practice Nurses
- Healthcare Assistants
- Pharmacist
- Social Prescriber
- Health Visitors (attached)
- District Nurses (attached)

GP TRAINING

We are an approved training practice to help qualified doctors (GP Registrars) in the last stage of their preparation to become GPs. Since we are involved in training, we do occasionally use video recordings of consultations. These are used for carefully controlled training purposes only.

Please help us to keep our high standard of medical care by agreeing to take part in video consultation if requested.

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TEST RESULTS: Patients with abnormal test results will be informed by text message, online notification or rarely by post.

Please ensure that we have your correct phone numbers, email address and address.

PHARMACISTS' ADVICE: If you are suffering from minor conditions like cough or cold, sore throat, blocked nose, high temperature, headache, thrush, athlete's foot, head lice, constipation, diarrhoea, upset tummy, indigestion, heartburn, hay fever, allergic dermatitis – you can get help and advice from our local pharmacies:

Jallas Chemist Tel: 020 8992 6558
313 Horn Lane, Acton W3 0BU

Conway Chemist Tel: 020 8992 5267
8 Station Parade, Noel Road, W3 0DS

Horn Lane Pharmacy Tel: 020 8992 0264
148 Horn Lane, W3 6PG

Asda Instore Pharmacy Tel: 020 8951 9000
2-20 Western Rd, Park Royal NW10 7LW

REPEAT PRESCRIPTIONS

Requests must be made in writing. Please use online access, email or post (least preferred) to send your request. We are unable to accept requests over the telephone due to risk of errors.

WE NEED 48 HOURS (TWO WORKING DAYS) NOTICE TO ISSUE YOUR REPEAT PRESCRIPTION. If you are going to run out of essential medication, you can ask your pharmacist for an emergency 3 day supply of your medication without a prescription.

CONFIDENTIALITY OF YOUR RECORDS

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 2018 (which is overseen by the Information Commissioner's Office), Human Rights Act, the Common Law Duty of Confidentiality, and the NHS Codes of Confidentiality and Security.

Should you have any concerns about how your information is managed at the surgery please contact the Practice Manager to discuss how the disclosure of your personal information can be limited.

Our staff is trained to help you. They may need to ask about your medical details in order to do so. All information given to them is treated in confidence.

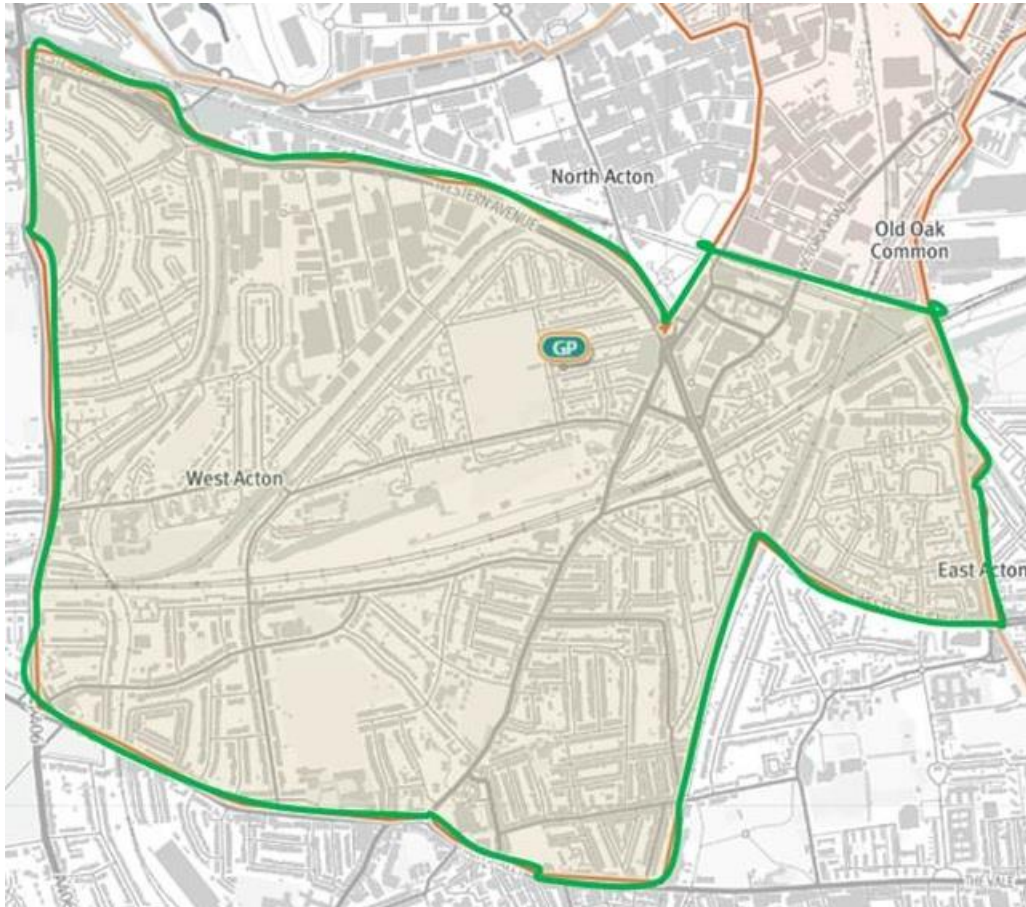
COMMENTS/COMPLAINTS

Please make a suggestion on how to improve any aspect of the service we provide either verbally or in writing. From time to time you may be asked by us to participate in patients' survey on specific topics regarding our Practice.

Our Practice operates an in-house complaints procedure. If you wish to complain, please ask for 'a complaints leaflet' at reception desk.

CATCHMENT AREA

We only register patients who live in our catchment area.



You can check online if your address is in our catchment area by visiting <https://bit.ly/3m8GjFx>



Thank you for your interest in Cloister Road Surgery!